



JOB DESCRIPTION

TITLE: Beverage Server
DEPARTMENT: Lounge
SUPERVISOR: Lounge Manager
WAGE: \$7.25 + tips
SHIFT: Days/Nights/Weekends/Holidays or as needed
CLASSIFICATION: Gaming License Required
POSITION: Full-time non-exempt

JOB SUMMARY: Under the direction of the Lounge Manager, the Beverage Server is responsible for providing beverage service to all casino guests in an efficient, courteous and professional manner displaying a high standard of Guest Services. Applicants should be advised that the Tribe reserves the right to disqualify applicants whose prior activities pose a threat to the public interest. Friendly, professional, attitude required at all times. Must be willing to work weekends, nights, and holidays. Neat clean appearance is a must. Native American preference but all qualified applicants will be considered.

JOB QUALIFICATIONS:

- A minimum of six (6) months bartender/server experience preferred.
- Must possess good communication skills and possess ability to speak effectively and interact well with the customers and employees.
- Must have completed or will complete a Responsible Beverage Server class.
- Must have ability to remain calm and professional in a fast paced environment.
- Must be able to accurately process money transactions providing change when necessary.
- Must be able to provide customer with service in a timely, friendly, professional manner.
- Must possess excellent interpersonal and employee relation skills.
- Superb customer service skills.

DUTIES AND RESPONSIBILITIES:

- Must adhere to Legendary Waters Resort & Casino's policies and procedures.
- Must adhere to all appearance and uniform standards.
- Responsible for taking beverage orders and serving complimentary beverages to guests.
- Provide prompt, efficient, and courteous service to guest. Greet people positively, treating each person as an individual and in a professional manner.
- Circulate throughout assigned areas, announcing "cocktails" and taking drink orders from guests.
- Place beverage orders at main bar or kiosk bar. Collect empty glasses.
- Process money transactions with guest.
- Maintain current knowledge of product offerings and prices.
- Monitor guests needs on a continual basis ensuring all request are promptly fulfilled.
- Ensure proper identification and age of guest prior to serving alcoholic beverages.
- Serve alcohol responsibly, watch for the signs of intoxication and follow proper procedures to discontinue service when necessary.
- Assist other beverage personnel with maintenance (stocking, opening/closing duties) as necessary.
- Report any guest concerns or complaints to immediate supervisor for resolution.
- Must be able to stand and/or walk for long periods of time.
- Must be able to lift up to 40 lbs.
- Perform other duties as assigned.

Not a smoke free environment.

The Red Cliff Tribal Council has a drug free workplace policy and adheres to the intent of the drug free workplace act. All new hires are subject to a drug test prior to starting.

Applications are available at the Cashier's window, the Personnel office of the casino, and on the website www.legendarywaters.com

Posted: 11/7/18

Deadline: Until filled

For further information contact:

LW Human Resources Department: 37600 Onigamiing Drive, Red Cliff WI
smorris@legendarywaters.com (715)779-9401